Pulse

SEPTEMBER, 1965

New England Deaconess Hospital
Boston, Massachusetts

REMODELED PALMER NURSING FLOOR PAVES WAY FOR SERVICE COORDINATOR SYSTEM

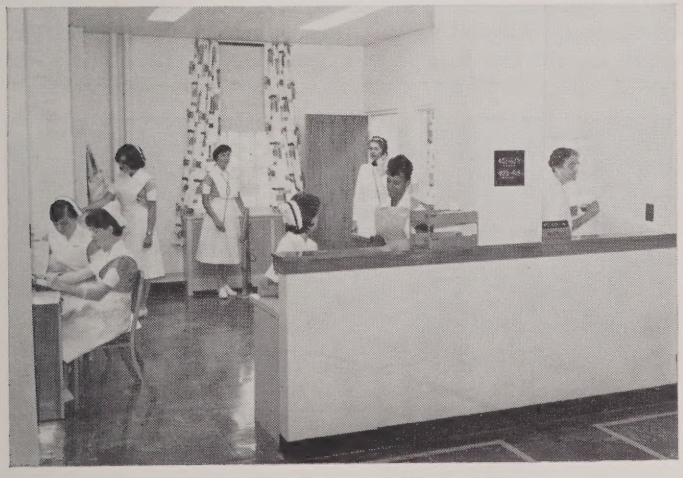
The recently completed renovation of Palmer IV is the first step of a plan designed ultimately to relieve nurses of all possible non-nursing responsibilities in order that they may have their desired opportunity to devote more time to rendering the high quality patient care for which they are trained.

At the present time, nurses are often required to do things for which they have not been specifically trained, or which, in many cases, could be well carried out by lay personnel. There is, for example, no particular reason why nursing personnel should be responsible for the sorting of linen, checking of fire equipment, or maintaining supply inventories at proper level. Each of these functions could be creditably performed by other personnel.

Aware of these problems, Mr. R. D. Lowry, Executive Director of the hospital, requested Mr. Hubert D. Sycamore, Administrative Assistant, to study the advantages of having a service coordinator system within the hospital to relieve the heavy burden now placed on the nursing department. Last fall, accompanied by Miss Florence A. McCarthy, Palmer Nursing Supervisor, Mr. Sycamore attended a conference on Patient Unit Management at the University of Michigan Medical Center to obtain further information and ideas to supplement those already obtained by Mr. Lowry and Mr. Sycamore from a trip to University Hospital at Gainesville, Florida.

THE STATION AS IT WAS

The nursing station on Palmer IV before construction. (Left to right) Miss Janet Murch, Head Nurse, is charting; Miss Mary J. Morehouse (standing), Miss Ethel L. Highsmith, Miss Diane L. Smith and Miss Shirley E. Cole make out assignments. Miss Nancy M. Colwell, Nurses Aide, checks the bulletin board.



THE NEW LOOK

(Left to right) Miss Pamela J. Hendrickx and Miss Dale M. McLennan go over charts. Opening the door to the medicine station is Miss Ruth A. Sherman, while in the background Miss Kathy Pfannenstiel positions the blood pressure apparatus. At the intercom Miss Florence A. McCarthy, Palmer Nursing Supervisor, answers a call from a patient's room. Miss Bette Ann Roupp and Mrs. Mattie Jacks discuss assignments, while Ward Hostess Mrs. E. H. Hickson prepares chart for incoming admissions. The head nurse conference area is behind Miss McCarthy, while the doctors' area lies to the left of Miss Hendrickx and Miss McLennan.

Upon their return, the decision was made to initiate such a system within the hospital. The Palmer building was chosen as the area in which to begin, partly because of the possibility of immediate vertical duplication of physical changes, and also because of the pending expansion plans affecting the Deaconess building. It further seemed advisable to select a single floor for introducing the service coordinator system, and Palmer IV was chosen to be the prototype. Working closely with Miss Janet Murch and Miss Phyllis Patrick, the capable head and assistant head nurses, respectively, Miss McCarthy and Mr. Sycamore planned, hammered, and shaped the revised layout for the nursing station and its associated supply and function areas. Models were constructed, studied, reworked, and changed again in an attempt to come up with the best possible solution. Nursing personnel throughout the entire Palmer building were encouraged to submit their suggestions and ideas on how to improve the design and functional efficiency of the floor. Conferences were held with many of

Forty-Nine Young Women Receive Diplomas

Each holding a bouquet of yellow roses, forty-nine young women in crisp white uniforms and black-banded caps gathered in John Hancock Hall on the night of September 13 for the ceremony that would climax three years of their nursing program. The occasion was the sixty-seventh graduation of the New England Deaconess Hospital School of Nursing.

Dr. Abram L. Sachar, president of Brandeis University, was guest speaker. His subject was "Living with Crisis." Miss Ellen D. Howland, R.N., Director of Nursing, also addressed the graduates and presented the awards. Mr. Laurens MacLure, president of The Corporation New England Deaconess Hospital, presented diplomas to the forty-nine young women with Mr. R. D. Lowry, Executive Director, New England Deaconess Hospital presiding.

The invocation was given by Chaplain Rudolph L. Samuelson, and greetings were extended to the class by Dr. Carl S. Hoar, a surgeon at New England Deaconess Hospital.

Miss Katherine Adele McIntire of Pasadena, California, was named Student Nurse of the Year, an award given annually by the students to the nurse they feel best represents them.

Miss Marsha Ann Soar of Pawtucket, Rhode Island, received the Alumnae Association Award for being the highest ranking student in her class. Miss Soar was top honor student in each of her three years of training. Miss Alice Fay Farquhar of Rutherford, New Jersey, was given a matching award for scholarship and clinical practice by the School of Nursing.

Also graduated with honors were Miss Carol Margaret Booker, Shelburne Falls, Mass.; Mrs. Janis Crowley Cail, Weston, Mass.; Miss Margaret Jane McGrath, Glastonbury, Conn.; Mrs. Sandra Charlesworth Miller, Braintree, Mass.; Miss Susan Elaine Walsh, Attleboro, Mass. and Mrs. Sharyn Dickinson Wrightington, New Bedford, Mass.

The Glee Club of the School of Nursing, directed by John J. Markerian, Jr., and accompanied at the piano by Miss Judith M. Salisbury, Class of 1967, presented two selections.

Graduates, their parents and guests, attended a reception in the Dorothy Quincy Suite after the commencement exercises.

SURPRISE PARTY MARKS MRS. VENETIA M. O'DAY'S RETIREMENT

Mrs. Venetia M. O'Day of Central Supply planned to have lunch as usual on September 16. She did. But what she hadn't anticipated was that a large group of her fellow workers would be having lunch with her and present her with a pocketbook full of coins.

The occasion was a surprise party to mark Mrs. O'Day's birthday and retirement. Mrs. O'Day, who is an Aide, started at the New England Deaconess Hospital September 2, 1947. Her major job is the preparation of gauze and linen for the operating room.

She lives in Needham with her son, Raymond F. O'Day, his wife, Virginia, and their children, Donna, Venetia and Sandra, who are nine, six and one year of age, respectively.

Mrs. O'Day has no immediate plans for her future other than "to have a good time, get a good rest and continue with my hobby of gardening. I just love flowers. I have made many friends at the Deaconess and will miss them all, but hope to come back now and then to visit."

Mrs. O'Day will be missed too.

REMODELED PALMER NURSING (Continued)

the heads of departments who provide vital services to the patient floor. Following final approval from administration and nursing, construction work finally began the end of June, and was completed in time to reopen the nursing unit in late August.

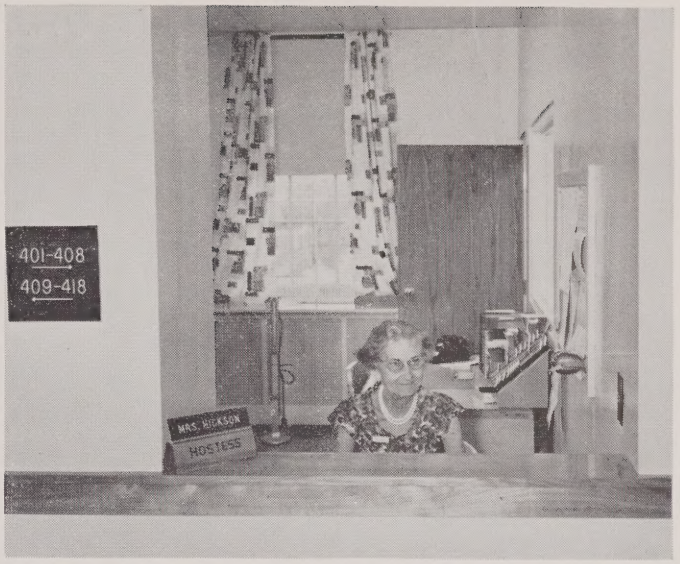
The newly renovated Palmer IV nursing station is divided into four working areas. They are the head nurse conference area, which will also be available for teaching and change of shift reporting; a spacious walk-in centralized medicine station; the large center area containing desk and counter space for the ward hostess and nursing personnel; and a doctors' area set off by means of a pass-thru partition counter containing patient charts and medical forms.

Changes were made in the supply areas. Heavy carts of medical and surgical supplies need no longer rumble noisily down the corridor past patient rooms and the nursing station.

Miss Mary J. Morehouse prepares medications at the old medicine closet location in corridor. This was often time-consuming since many of the needed supplies were located elsewhere due to space problems, and it was necessary to walk to the dietary kitchen to get refrigerated medicines.

Working in the seclusion of the new centralized medicine station, Miss Morehouse now finds all medicines and supplies within easy reach.

Ward Hostess Mrs. E. H. Hickson seated at her desk in the Palmer corridor prior to renovation of the nursing station. With each opening of the door she was often hidden from the visitors and other personnel needing her services. To answer the intercom, she had to go across the hall to the nursing station.



Now very much an integral part of the nursing station, Mrs. Hickson faces the public, enjoys easy access to the intercom, and is quite content with her new location!

REMODELED PALMER NURSING (Continued)

These supplies now come up the service elevator and can be taken directly across the hall to the former linen room which has been newly outfitted with adjustable metal shelving to replace the former heavy bins and drawers. Printed labels indicate the quantities and location for supplies, thus improving the means for visually verifying inventory level. Housekeeping now has a separate supply area which provides adequate space for their cleaning, paper, and discharge supplies.

A new system of laundry supply has been introduced on this floor. Clean linen items are folded and stocked by type in a specially designed cart at the laundry. The cart is brought up to the linen supply room daily to replace a similar cart supplied the previous day. Much credit for installing this linen exchange system must be given to Mr. Walter C. Emery, Laundry Manager, and to his capable assistant, Mr. Roger G. Peterson. The suggestions and comments of laundryman Ramon Gonzales have been of great assistance in setting up this cart exchange procedure.

Prior to the reopening of the nursing floor, every room and corridor was thoroughly cleaned and painted. Hard working members of the Housekeeping Department, under the direction of Mrs. Hilda T. Peacock, Executive Housekeeper, cleared liberal layers of dust, plaster, and other debris associated with the construction. Right behind housekeeping came the team of maintenance painters who truly did a superb job of putting on the new coats of paint, yet leaving a minimum amount of "touch-up" work for the housemen and maids. Despite all the handicaps, the entire nursing floor emerged clean, polished, and shining to greet the nursing personnel of Palmer IV who returned to reopen the unit after spending the summer at duty assignments elsewhere in the hospital. After a busy weekend of preparation, Palmer IV reopened to receive patients on Monday, August 23rd.

The first "bricks and mortar" step has been completed successfully, and will lead to other space and equipment changes on nursing floors throughout the hospital. Mr. Sycamore is now working on the second phase, that of installing the service coordinator system which will take over or reassign many duties for which the nurse is held responsible. These include much clerical work, checking fire apparatus, ordering and inventorying of supplies, scheduling patient appointments, and coping with many of the administrative and departmental problems that arise daily in the complex operation of a patient floor.

SOCIAL CONCERNS

Engagements . . .

Sharon Mae Titus, Class of 1966 School of Nursing, to Thomas P. Rivera, a student at Bentley College of Accounting and Finance in Boston.

* * *

Linda A. Hall, medical technologist in the Hematology Laboratory, to Walter F. Rodin, electrician's mate 2nd class, United States Navy.

* * *

Wedding . . .

Suzanne R. Parent, electrocardiograph technician, to Thomas W. Kanauss, draftsman for the Raytheon Co. in Waltham.

HOBBIES

Added to the growing list of enthusiastic philatelists at the New England Deaconess Hospital is Miss Ruth A. Marshall, manuscript secretary at the Cancer Research Institute.

Miss Marshall began collecting stamps three years ago. Now she is specializing in stamps with a medical or science background. Her favorite is one issued in 1958 showing a reproduction of a painting of a country doctor with his patients.

Miss Marshall is president of the Suburban Stamp and Curio Club which meets at the International Institute, 287 Commonwealth Avenue.

WILL YOU HELP TO SAVE A LIFE?

The Employees' Blood Donors Program urgently needs sixteen pints of blood to replace blood given to three employees.

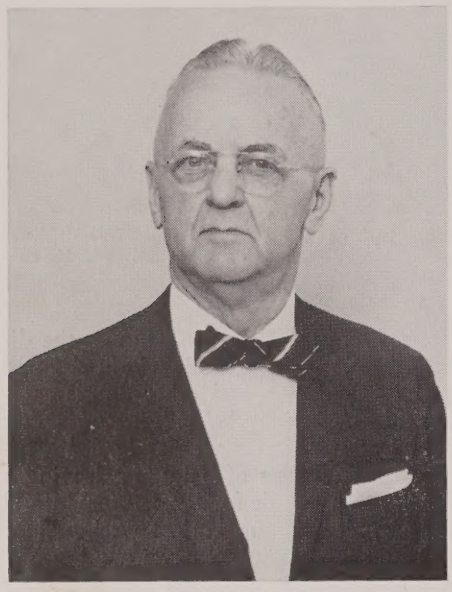
Through the Program, which was set up in 1962, employees of the Deaconess have always had blood available to them at times of emergency.

If you are willing to donate a pint of blood — a pint of blood which may save a life — please call Mr. Milton B. Nelson, Manager Patient Service Department, at extension 230.

INTERPRETING STAFF UPDATED

Another survey was made recently at the hospital in order to locate more employees fluent in foreign languages since the services of an interpreter are often needed.

It was found that several speak one foreign language, others speak two and one man is fluent in three languages and can communicate in two others.



MR. JOHN HOLM

He is John Holm of the Mail Room. Mr. Holm speaks Danish, Swedish and Norwegian, as well as passable Icelandic and German. Born in Copenhagen, Mr. Holm travelled throughout Europe and the Scandinavian countries as a young man, working his way and learning the customs and language of the countries he visited. He now lives in Dorchester with Mrs. Holm, an American of Armenian extraction. Mr. Holm confesses he knows but a few words of Armenian. "It is a very difficult language," he says.

Mrs. Alice Kalayjian, who works in the Sewing Room at Harris Hall, would not agree. She claims the Armenian language is easier to learn than English. "We have more letters in our alphabet and there is no conflict of words such as 'here' and 'hear' which are pronounced the same, spelled differently and mean different things. I can read and speak all right, but I can't spell very well. English is hard to learn, especially spelling."

Mrs. Kalayjian was born in Turkey of Armenian parents and speaks both languages well. She and her husband, Robert, live in South Boston. They have a daughter who was graduated from the School of Nursing at the New England Deaconess Hospital and is now Mrs. Rose Boyajian. She and her husband, Arnold, live in Norwood and have two children, Marcia and Neal.

MRS. ALICE KALAYJIAN

Mrs. Kalayjian makes her own clothes and enjoys needlework. Another hobby is cooking. Two of her specialties are lamb shish kabob and rice pilaff.

Santiago I. Bueno, called "Santy" by his fellow workers in the Housekeeping Department, speaks fluent Spanish and French. He came to this country in 1963 from Cuba, where he was born and raised. Mr. Bueno is married and lives in Boston. This is not the first time Mr. Bueno has been in the United States. He served with the Armed Forces during the first World War and was graduated from Grove City College in Pennsylvania.

Norman L. Ricard, Nursing Department, has been associated with the Deaconess for the past five years and reports he has had several opportunities to interpret for patients who speak French or Spanish. He is able to communicate in Italian and Estonian and can read some Chinese, learned during his tour of duty with the United States Air Forces in Korea during the Korean War.

Mr. Ricard came from Connecticut to Boston, his present residence.

WE WELCOME . . .

Recent full time employees at the New England Deaconess Hospital include BRIAN J. BERNARD in Administrative Services . . . LUIS BONILLA, Dietary Department . . . MRS. HELEN G. WALL, Housekeeping . . . MISS CHRISTINE D. CLARK, MISS LYN A. LEVY, MISS KATHLEEN M. STACK and MISS LUCY NICHOLS WHITE in Clinical Pathology . . . MRS. DALE M. DAVEY, Anatomic Pathology . . . MARIO F. SERRET, Grounds, . . . HOWARD A. CHARBONNEAU, Maintenance . . . Nurse's Aides MRS. VIVIAN A. ARMSTRONG and MISS MARGARET T. MCCARTHY . . . in the Nursing School, two instructors, MISS JUDITH M. FARIAS and MRS. PATRICIA M. NAVIN; and a Housemother, MRS. IRENE C. HAMEL . . . MISS DOROTHY A. BUTLER, Radiology . . . MISS JULIA HUDSON and MISS JOAN E. SHEAHAN, Cancer Research Institute . . . CHARLES J. GATES, JR., Orderly in Surgery . . . MRS. RENATE YASIGIAN, Hostess in Nursing . . . Assistant Head Nurse, MISS PATRICIA ANNE GLEASON and eleven new staff nurses, MISS LOUISE T. BATHO, MRS. ELAINE M. BECKMAN, MISS PATRICIA A. CYR, MISS ANGELA MARIE DELMONICO, MISS JEANNINE I. DESAULNIERS, MISS ANN MEREDITH GALLANT, MISS MARIE FRANCES GAUDET, MRS. PATRICIA D. HENRICHS, MISS MARY J. O'CALLAGHAN, MISS CAROLYN SMITH and MISS ELINOR J. SPITA.

* * *

Thirty-five years ago there were 450,000 children in the United States under 18 who had lost both parents. In 1963, due in part to the effectiveness of drugs in keeping people alive, there were only 63,000 such orphans, despite an increase in the population of over 50 per cent.

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